GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:5255
ANSWERED ON:14.05.2007
AFTER SALE SERVICE BY ELECTRONIC MANUFACTURERS
Jha Shri Raghunath

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether some complaints have been received from Delhi and certain other States that manufacturing companies including Videocon are not providing the after sale service to their customers, promised at the time of purchase of goods;

(b) if so, the details thereof; and

(c) the action taken/proposed to be taken against such errant manufacturers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI TASLIMUDDIN)

(a) & (b): Yes, sir. Some complaints were received against the manufacturers including Videocon, from consumers in Delhi and other States in respect of manufacturing defects, deficiencies in after sale services and shortfall in supplies/expectations of the consumers etc.

(c): All the complaints received by this Department have been forwarded to the Consumer Coordination Council or to the concerned manufacturers, companies etc. for redressal of the grievances of the consumers. The Consumer Grievances Redressal Cell does not have statutory powers. However, the concerned consumers have the option to go to the Consumer Forum to get redressal of their grievances as per law.